

Bismarck Veterans Memorial Public Library

2014 Annual Report



For the past 97 years, the Bismarck Veterans Memorial Public Library has continually evolved to provide the highest quality library service and to meet the needs of the citizens of Bismarck and Burleigh County. Today's library is a hub of technology and learning; a source of recreational and entertainment opportunities that enrich the lives of people of all ages; and a center of the community—a place for gathering, sharing, and learning from our friends and neighbors.

As a member of the Central Dakota Library Network, the Library offers a collection of more than 560,000 items including books, audiobooks, DVDs, music CDs, and more. In addition to traditional materials, library patrons may also borrow e-books and digital audiobooks through our participation in the North Dakota Digital Consortium.

We sponsor programs for all ages, from story times and LEGO club for children to movie nights, book discussions, and cultural presentations for adults. With all we have to offer and all we have going on, the Library is a bustling, busy place, alive with activity and overflowing with possibility.

As the accomplishments highlighted in this report demonstrate, the Bismarck Veterans Memorial Public Library is a vital, dynamic component of our community. We look forward to continuing to provide exemplary service in the years to come.

OUR VISION

Offering information, ideas, and personal enrichment to all.

OUR MISSION

Collecting, organizing, and providing open access to educational, informational, recreational, and cultural resources.

OUR VALUES

- Ensuring fast access to information
- Treating all patrons with respect and equality
- Responding to community needs
- Providing quality basic services without charge
- Protecting freedom of information, privacy, and confidentiality
- Providing a safe and secure environment
- Stewarding community resources
- Focusing on cooperative development through partnerships
- Encouraging programming and display of the arts
- Providing opportunities for personal enrichment



LIBRARY SERVICES

As our community continues its trend of growth and development, activity at the Library has increased as well. 2014 was a busy year, and the services we provide were utilized by thousands of people of all ages.

Nearly 500,000 items were checked out in 2014. Our collection is diverse, up-to-date, and ever-evolving. In addition to traditional library items, we also offer lending collections of art prints, fishing poles, life jackets, and ND State Park vehicle passes.

If a patron is looking for an item we don't have in our collection, it may be requested from another library through our interlibrary loan system. We acquired a total of 826 items for our patrons through interlibrary loan in 2014. In turn, we lent a total of 1,152 of our items to other libraries.

Our reference librarians were as busy as ever this year, answering nearly 40,000 information requests. These dedicated staff members assisted individuals with homework and research projects, provided computer assistance, helped people find books and other materials, and helped to troubleshoot with e-readers, tablets, and other devices. They also provided a variety of business services such as photocopying, sending faxes, scanning documents, and notary services.

Our public computers and Internet services saw an increase in usage in 2014. 273,374 total computer sessions were logged, a 9% increase over last year. The Library offers a total of 50 computers for public use, 38 for adults and 12 for children and teens.

The meeting room area of the Library saw a great deal of traffic as well. An average of 41 people per day came to the Library to attend a meeting. In addition to our three large meeting rooms, the Library also provides 14 study and small conference rooms, which were utilized by a total of 5,617 people.

2014 BY THE NUMBERS

Visits to the library

353,485

Hours open

5,173

Average visits to the
library per hour

68

Residents with library
cards

44,583

Items checked out

491,786

Average items checked
out per hour

95

Public computer &
Wi-Fi sessions

273,374

Items in the Library's
collection

240,402

Individuals utilizing
meeting rooms

14,513

Reference questions
answered

38,231



Participants constructed some amazing candy creations at our gingerbread house decorating event in December.

ADULT PROGRAMS

The Bismarck Veterans Memorial Public Library sponsored 123 events for adults in 2014, with a total attendance of 4,117 people. Some of the highlights of our adult programming this year include:

- Our first ever Winter Reading Bingo event, with Bingo cards completed by 40 participants
- Author events featuring Bismarck native Shannon Galpin, who spoke about her book *Mountain to Mountain*; and Stew Magnuson, author of *The Last American Highway*
- Concert featuring Celtic fingerstyle guitarist Jerry Barlow
- An all-ages book discussion of *The Giver* by Lois Lowry
- An afternoon of gingerbread house decorating for adults and teens

“Library card holders have access to the online catalog and 48 online resources 24 hours a day, 7 days a week.”

GOING DIGITAL

While the majority of library users still prefer to check out print books and physical materials, borrowing of e-books and digital audio is on the rise.

Digital items checked out from Library2Go in 2014:

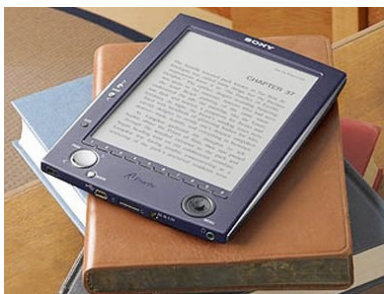
23, 844

Increase over 2013:

21%

Percentage of total circulation in 2014:

5%



THE LIBRARY IS ALWAYS OPEN

Your library card is also useful when we are closed. Library card holders have access to the online catalog and 48 online resources 24 hours a day, 7 days a week.

Through the online catalog, you can search for books or other library items, place a hold, or access your account information from any Internet-connected device.

The eResources section of the Library’s website is a portal to help you with all your research needs. From there, you have 24/7 access to our online resources, including:

- **Mango Languages**—Choose from over 60 foreign languages and learn at your own pace
- **Newsbank**—Search for full text articles from the Bismarck Tribune from 1991 to the present
- **Consumer Reports**—Search for the latest information and ratings on thousands of consumer products
- **Zinio**—Access and download free full-color issues of over 100 popular magazines
- **Library2Go**—Nothing to read? Check out and download e-books and digital audiobooks to your tablet, smartphone, or computer

YOUTH SERVICES

Our Youth Services department had a busy year spreading the love of reading among the young people of Bismarck. Our first-class children's library continues to provide a fun, interactive space for kids to learn and discover.

The main event in the children's library is story time with Miss Sparkles. Story time runs eight sessions per week, 40 weeks per year. In addition to story times, the Library sponsored 423 events for children in 2014, with a total attendance of 22,404 people. That's an average of 53 attendees per event! Children's program highlights from 2014 include:

- "Reading is Music to Our Ears" family literacy event, featuring local artists, musicians, and PBS characters Mama and Papa Berenstain Bear
- Performance art with local artist Ali LaRock—Excerpts from the Little House on the Prairie books were read as she painted a collage based on the text
- Summer reading program—this year's program was a huge success! 322 summer reading participants read a total of 7,659 hours, more than 1,000 hours more than last year
- Summer reading kickoff—This event was again held on the capitol grounds in partnership with other local libraries and sponsors. Approximately 3,000 people attended, and enjoyed activities based on this year's "Fizz, Boom, Read" theme
- Hula hoop presentation and workshop with hula hoop artist Pinto Bella
- LEGO club for ages eight and up began in August
- End-of-summer-reading ice cream social—250 attendees had fun dancing and doing the limbo on the Library's plaza
- Santa Story Time—Santa joined us for seven story time performances, with over 400 total people attending



B.A.R.K. program participants practice reading with local therapy dogs.



Teens love the library!

"322 summer reading participants read a total of 7,659 hours, more than 1,000 hours more than last year."



Teens were challenged to nine holes of mini golf inside the Library.

2014 was a busy year for teens at the library as well. Thirty-three teen events were held at the Library, with a total of 335 people in attendance.

The largest event for teens was our second annual Teen Summer Reading Mini Golf. Over 70 teens were challenged to nine deceptively difficult holes of mini golf, which were set up around the Library by our dedicated staff and volunteers. Mini golf was followed by ice cream and a fiercely competitive round of trivia led by Scott Wild. Teens also participated in the gingerbread house decorating event in December, and we had a number of great teen volunteers who helped with events such as Zoo Boo.

BOOKMOBILE: 2014 NOTABLE NUMBERS

Items Checked Out: 47,341
*25% increase over 2013

Cardholders: 3,942
*22% increase over 2013

Individual Visits: 11,251
*12% increase over 2013

Hours Open: 753

Miles Traveled: 5,598

Gallons of Diesel: 1,100

Generator Hours: 673

Items in the collection: 22,089

New stops: 9

BURLEIGH COUNTY BOOKMOBILE

The Bookmobile has served the residents of Burleigh County since 1975. It has nine different routes and makes regular stops at schools, towns and locations throughout the County and at nursing and retirement homes in Bismarck.

As the population of Burleigh County continues to grow, the Bookmobile has experienced a notable increase in activity. The number of items checked out, number of cardholders, and total patron visits this year all saw double-digit increases over 2013. In order to address growth and additional service needs in developing areas of the county, we were able to add nine new stops to our regular fall route schedule. In total, the Bookmobile traveled 5,598 miles in 2014 to bring library services to the citizens of Burleigh County.

We also participated in community events such as the annual children's Summer Reading Kickoff held at the Capitol grounds, and Dakota Zoo's "Zoo Boo" event, where we decorated the bookmobile in Star Wars style and handed out comic books and candy to over 1,200 trick-or-treaters.



Staff and volunteers in their Star Wars costumes at the Zoo Boo event.

FOUNDATION & FRIENDS

The Library Foundation, Inc.

The Library Foundation, Inc. is a non-profit corporation which qualifies as a charitable organization under the IRS Code Section 501(c)(3). Their mission is to enrich publicly-funded Library services by raising private funds to enhance collections, resources, and facilities.

Funds raised in 2014: Total donations: \$113,192; Endowment donations: \$36,135;
Grants received: \$21,600

Cynthia Norland, President

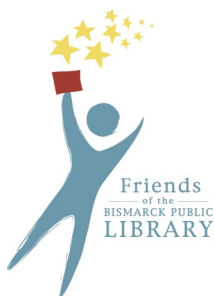


Friends of the Bismarck Public Library

The Friends of the Bismarck Public Library are committed to increasing public awareness and use of the library through cultural, educational, and social activities, and to raise funds to supplement and enhance library programs and services.

Funds raised from used book sales in 2014: Spring book sale: \$23,059; Fall book sale: \$24,634

Jason Matthews, President



ADMINISTRATION

Christine Kujawa, Director

Elizabeth Jacobs,
Assistant Director

Marilyn Barbie,
Administrative Assistant

DEPARTMENT HEADS

Vern Mastel,
Technology Coordinator

Traci Juhala, Youth Services

Kate Waldera, Reference

Sarah Matthews,
Adult Programming

Lora Rose, Technical Processing

Matt Hovland, Circulation

Keli McDonald, Bookmobile

Lynn Bryntesen, Maintenance

LIBRARY BOARD OF DIRECTORS

The Library is governed by a city appointed five member Board of Directors. Terms are for three years with a six year limit. Major duties include hiring the Library Director, setting policy, and submitting a budget for Library operations to the City Commission.

The Board of Directors meets in the Library at noon the fourth Tuesday of every month. Meetings are open to the public.

Michael Schaff, President

Michael Fladeland,
Vice President

David Ripley

Joyce Hinman

Pat Grantier

YOUR COMMUNITY, YOUR LIBRARY

“Our public library is a critical component to our community because it provides an amazing array of services and resources to all residents from all walks of life. The library plays a big role in the overall package of amenities that attracts new families to Bismarck and keeps life long residents here. The Bismarck Veterans Memorial Public Library is priceless!”

—City Commissioner Nancy Guy

“One of my fondest memories growing up in a small, rural North Dakota town was the arrival every few weeks of the Bookmobile, which traveled to provide service to our school’s students from a neighboring city’s public library. I feel that same commitment to education and betterment of our community when I walk into the Bismarck Veterans Memorial Public Library or see kiddos stretching on their tiptoes to reach a book from one of the Little Free Libraries that surprise our streets. I will always appreciate the equal access we all have—whether we’re young or old, rich or poor, rural or urban—to a bigger, broader world housed on the bookshelves of our public libraries.”

—Senator Erin Oban, District 35

CONNECT WITH US

Library Hours

Monday - Thursday 9:00 am - 9:00 pm

Friday - Saturday 9:00 am - 6:00 pm

Sunday 1:00 pm - 6:00 pm

Phone

701-355-1480

Library Website

Check out our events calendar, headlines, and find out all about the Library and our services.

<http://www.bismarcklibrary.org>

Ask-A-Librarian

Contact us by email any time by filling out the form under the Ask-A-Librarian link on our homepage.

Library Connections Newsletter

Free by mail with a membership to the Friends of the Library. To receive email notification of new issues, email us at bplnews@cdln.info. View the current issue and past issue archive online any time at

<http://bit.ly/1GMik4m>

Facebook

Find us on Facebook at <https://www.facebook.com/bismarcklibrary>